

**STATE OF HAWAII  
DEPARTMENT OF PUBLIC SAFETY**

July 22, 2009

ADDENDUM A

TO

**REQUEST FOR INFORMATION**

RFI No.: PSD 10-NED-01

**ELECTRONIC MONITORING OF PRESCRIPTIONS  
FOR THE  
NARCOTICS ENFORCEMENT DIVISION**

The following questions have been received:

1. Do you know how this effort will be funded? Such as if any of the ARRA monies will be used?

*Response: Funding source is via federal grant(s).*

2. How much has been budgeted?

*Response: Funding is dependent on the estimates received and the funding available.*

3. Who is the incumbent vendor for the current Electronic Prescription Accountability System, or was it developed internally?

*Response: The current system was originally developed by the State of Nevada, then modified by the State of Hawaii. The program is currently owned and operated by the State of Hawaii.*

**STATE OF HAWAII  
DEPARTMENT OF PUBLIC SAFETY**

July 20, 2009

**REQUEST FOR INFORMATION**

RFI No.: PSD 10-NED-01

**ELECTRONIC MONITORING OF PRESCRIPTIONS  
FOR THE  
NARCOTICS ENFORCEMENT DIVISION**

The Department of Public Safety will be issuing a solicitation for vendors interested in providing an electronic monitoring prescription system. A copy of the draft specifications is attached for your review and comment.

Pursuant to Hawaii Administrative Rules, Chapter 3-124-73.1(a)(2)(i), the Procurement Policy Board has identified for a small business set-aside, the area of custom computer programming/software development as a targeted area of emerging industries.

Interested vendors are requested to provide their North American Industry Classification System code for review no later than July 24, 2009 to [marc.s.yamamoto@hawaii.gov](mailto:marc.s.yamamoto@hawaii.gov), or facsimile to (808) 587-1244.

## **SPECIFICATIONS**

### **OVERVIEW**

The Hawaii Department of Public Safety, Electronic Prescription Accountability System was initiated in 1997 to identify potential controlled substance abuse within the state. Collection of schedule II controlled substance prescription data began in 1998. In 2000, it was expanded to include Schedules III and IV. The Hawaii PMP's goal is to enforce Chapter 329 of the Hawaii Revised Statutes. Chapter 329 contains all laws pertaining to controlled substances, its administration, dispensing, and prescribing.

The Hawaii Department of Public Safety is seeking to contract with a vendor to provide a fully hosted Prescription Monitoring software application with real-time data collection. Hawaii requires the Prescription Monitoring executable, documented software source code ownership and the source code be deposited into an escrow account.

### **I. SCOPE OF WORK**

#### **1. Mandatory Requirements**

Vendors must comply with the following requirements. Proposals which do not demonstrate compliance to these requirements will be rejected.

- 1.1 Must have executable, documented source code which will include technical training and assistance. Hawaii requires the fully operational database application. Hawaii desires to have ownership and control of the software source code to use, view and modify the code independently of any vendor. Source code must be put into an escrow account.
- 1.2 Must have a fully operational hosted Prescription Monitoring database application.
- 1.3 Must adhere to the most current national standards for confidentiality (HIPAA). Possess a minimum of 10 years experience with HIPAA data requirements and a proven history of securely communicating and managing PHI (patient health information) data.
- 1.4 The fees proposed must be fixed over the entire operation period 2 year hosting contract with an option of 3 additional years. First year must include cost for source code purchase and escrow account. During this time an increase to the fees negotiated will not be permitted.
- 1.5 Must maintain nationwide prescriber file for use with data cleansing and de-duplication functions. Prescriber file must maintain valid DEA, NPI, address, state license numbers and sanctions for 99% of all active prescribers.
- 1.6 Must have ability to collect controlled substance prescription data in real time from existing pharmacy networks that represent a minimum of 60% of Hawaii's controlled substance prescription volume.
- 1.7 While Hawaii finds complete value in the Prescription Monitoring system

prior to PMIX support, the state requires that the vendor to be actively participating in PMIX discussions.

- 1.8 Reporting capabilities for Harold Rogers Grant Performance Measurements
- 1.9 Reporting capabilities for NASPER requirements

## **2. Configuration and Environments**

- 2.1 Beta Test Environment: populated with at least one year of active data which will be used to evaluate the look and feel for the product and have the ability to do comparisons against our current database to assure we receive the same if not better patient matching and reporting. This beta test environment, or a similar environment, will also be used during the contract period for testing and de-bugging enhancements, fixes, etc.
- 2.2 Training Environment: populated with one year of active data which supports training for administrators of the system along with validation and reporting.
- 2.3 Production Environment: this will be the complete active database with validation, range checks, business rules, menus, reports and security.

## **3. Hosting**

- 3.1 The vendor must provide the hardware, communications, and software necessary to operate the Prescription Monitoring Program. The hardware will be housed in a secure and fault-tolerant data center with appropriate physical access control, disaster recovery and network application, and data security controls. Vendor must use The National Institute of Standards and Technology (NIST)'s Computer Security Division for data security controls.
- 3.2 Vendor must directly maintain a robust Data Center which includes:
  - 3.2.1 Extensive physical security, including guarded building with strictly controlled card reader access within buildings
  - 3.2.2 Multi-level access security for systems, data, and networks
  - 3.2.3 24/7 staffed monitoring of hardware, software and networks
  - 3.2.4 Power assurance with immediate cutover to battery-based UPS backed by redundant on-site power generators capable of supporting 5 days of operations
  - 3.2.5 Environmental safeguards including fire detection and suppression systems, water and flood protection, and redundant temperature/humidity control systems.
  - 3.2.6 Regularly scheduled security audits

## **4. Data collection and Standardization**

- 4.1 Extract real time data transactions submitted at the time of dispensing or sale.
- 4.2 Connectivity and established relationships with over 60% of the pharmacies in the state of Hawaii.
- 4.3 The system must support multiple dispenser submissions in a single joint file for chains or other collective reporting entities that centrally report for more than one dispenser.
- 4.4 The system must support the following submission methods:
  - 4.5 Automatic extraction from claims network transactions
  - 4.6 Batch files (electronic and other)
  - 4.7 Online form via secure web portal
  - 4.8 Provide an online interactive web form for a “zero dispensing report”
- 4.9 Prescriber database of all licensed prescribers; updated monthly and includes at a minimum:
  - 4.9.1 Licensing information
  - 4.9.2 Contact information including e-mail addresses (if available)
  - 4.9.3 Sanctions (from all sources)
  - 4.9.4 Status of license i.e., active, deceased, expired
  - 4.9.5 DEA registration number
  - 4.9.6 NPI number
- 4.10 Dispenser database of all registered dispensers in and out of the State; updated monthly and includes at a minimum:
  - 4.10.1 Licensing information
  - 4.10.2 Contact information including e-mail addresses (if available)
  - 4.10.3 Sanctions; any disciplinary action
  - 4.10.4 DEA registration number
  - 4.10.5 NPI number
  - 4.10.6 NABP/NCPDP number
- 4.11 National Drug Code database of all drugs; updated monthly and includes class of drug
- 4.12 System must identify and delete duplicate prescription records automatically and have the ability to delete duplicate prescriptions manually
- 4.13 System must provide automated notifications to dispensers regarding the dispenser’s prescription files submitted, successful or errors encountered and track re-submissions of prescription files

- 4.14 System must filter dispensed prescriptions vs. filled prescriptions
- 4.15 System must be able to tag “back to stock” prescriptions
- 4.16 System must be able to delete erroneous characters in any field including additional spaces, and special characters that are in the prescription record
- 4.17 Validation checks against every record submitted and reject ones that do not match the correct format or have other errors in them for re-submission
- 4.18 Process for correcting data (that has already been loaded) when data entry errors are found
- 4.19 Data collection at a minimum of once a week; however, daily uploads are desired
- 4.20 Provide name standardization, using name-matching logic or other methods to bring together records that belong to one individual. This will be crucial for producing patient reports.

## **5. Registration of Authorized Users**

- 5.1 Authorized users are any prescriber or dispenser of controlled substances that hold an active Controlled Substance license with the State of Hawaii, Department of Public Safety, Narcotics Enforcement Division and hold an active controlled substance registration with the Drug Enforcement Administration. Authorized prescribers must have a Hawaii practicing address.
- 5.2 Ability of staff to manually register authorized users

## **6. Analysis and Reporting**

- 6.1 Ability to analyze, query and report from the PMP database.
- 6.2 Authorized users will be allowed to query the system for a patient based on Last Name, First Name and date of birth and any aka's if known to the user.
- 6.3 Run a prescription history of all prescriptions that were dispensed based on their individual identifier.
- 6.4 Authorized users are able to run audit reports showing all the reports requested by their account.
- 6.5 Ability to create threshold reports using various criteria
- 6.6 The thresholds will be flexible and be run on demand.

- 6.7 Ability to run unsolicited reports
- 6.8 On demand data querying capabilities
- 6.9 The system will provide certain de-identified monthly and quarterly reports to be determined. Examples could include the top ten drugs by prescription count, prescription counts by county or age, etc...
- 6.10 Ability to generate required performance measures reporting requested by the Federal Bureau of Justice Assistance for the purpose of grant

## **7. Help Desk**

- 7.1 The Vendor will maintain a help desk available to the user for support with submissions, web-based collection, analysis, reporting and the administration of passwords and user accounts. It is expected that most calls will be placed during normal business hours (Hawaii-Aleutian Standard Time) but that some support may be needed at all hours for web-based reporting. At a minimum Hawaii needs the help desk available eight hours a day, five days a week (12/5, HST, 8 AM to 5 PM).
- 7.2 In addition to the help desk, the Vendor will provide a training plan acceptable to Hawaii for orienting new dispensers and prescribers and will assist new users in their initial configuration.

## **8. Training**

- 8.1 Train-the-Trainer  
The Vendor will provide training to Hawaii staff
- 8.2 Training Materials  
The Vendor will be responsible for providing up-to-date and reproducible materials for initial and continued training of Hawaii staff and all system users. The Vendor will also be responsible for maintaining an online help feature for all system users.